

Most popular features of the Altigen system

Because the Altigen system is a software based PBX (telephone system) it offers features and functionality that cannot be matched by legacy based telephone systems.

Voice Mail Porting

One of the most notable differences in current PBX technology compared to legacy technology is "porting". Porting (or voice mail porting) was very common in legacy based systems because the voice mail system was separate from the main PBX. Ports needed to be added to the PBX as a way of communicating with the voice mail system. The downside of porting is cost and lack of advanced functionality.

Voice mail ports are used when an employee listens to their voice mail and when someone is leaving a voice mail message. Voice mail ports are also used for an auto attendant and other areas of the system. If all voice mail ports are in use on a system your callers may not get an answer because the auto attendant cannot run. Advanced features like **Find Me/Follow Me**, **Zoomerang**, outbound message notification etc. cannot be deployed due to this limitation.

Maintenance Cost

Another difference in these technologies is the cost of maintaining the system. Legacy based systems are typically non-centralized. The voice mail, call reporting, auto attendant and ACD functions all run on separate machines therefore the cost of maintaining several different pieces of hardware is high. The Altigen system includes all functionality in one server platform.

Additionally legacy based systems cannot typically be administered by the end user. In most cases the end user pays for a maintenance agreement or pays on an as needed basis for adds, changes, deletes and other administrative functions.

The Altigen system is designed for the end user to maintain internally. We offer full administrative training on the Altigen system.

Now that we have covered some of the fundamental differences in technologies we can explore the features and functionality that a server based PBX offers.

Voice over IP

This is one of the popular buzzwords in technology today. VOIP means the transmission of voice traffic over data networks (including the Internet) as opposed to standard telephone lines.

We find that the value of VOIP is mainly in connecting remote users to the telephone system. For example work at home users can have an IP telephone at their home and be able to utilize all the features of the system while connected over the Internet. This also reduces costs because all calls this remote user makes to the main office are transmitted over the Internet instead of standard phone lines.

Another use of VOIP is to connect branch offices to the main telephone system. Branch locations are connected to the main system via the Internet or existing wide area network connection. With legacy based PBX technology a dedicated circuit was typically installed to communicate with the main PBX.

Is VOIP ready for prime time? You bet! Altigen is the leader in VOIP technology. The quality of VOIP largely depends on the amount of bandwidth available for the voice traffic as well as the quality of the data network that is being used for the VOIP. Typically "Quality of Service" is implemented on the data network to prioritize the voice traffic.

Voice Mail

- **Non Blocking (non ported)** All incoming lines and extensions can be an Auto Attendant, Queue, Message Announcements, or Voice Mail at same time.
- **60 hours voice mail storage per GB on Hard Drive**
- **2000 Mailboxes per Altigen phone system**

Advanced Voice Mail Features

- **Automatically return call from VM, then return to VM with Zoomerang**
This feature allows users to work with voice mail much more productively. While listening to a voice mail the user can press 5 to return the call. The Altigen system logs the number of the caller that left the voice mail. This is particularly useful for traveling employees.
- **Follow-Me/Find-Me: One Number Access**
This feature allows callers to locate the employee from voice mail. When a caller reaches an employee's voice mail the system will ask the caller if they would like to find the person they are trying to call. If the caller answers yes the system will dial the employee's specified numbers (cell phone, home office phone, etc) and attempt to locate the employee. If it is able to locate the employee it will announce the caller and if the employee accepts the call it will connect the caller to the employee. If the system is unable to locate the employee, the call is returned to the users voice mail on the Altigen system (it does not leave the caller in an employees cell phone voiced mail for example). Each employee can control their own follow me configuration allowing them to dictate which callers have the Find Me option, times of day this feature is enabled, etc...

- **Message Notification to Pager or Cell Phone**
The voice mail system can notify an employee by cell phone or pager that they have a new voice mail. If the notification is performed by cell phone the Altigen system dials the employee's cell phone and will connect the employee to the voice mail system. The employee then has full access to voice mail to listen to their messages, return the calls, etc.
- **Receive Messages/Notification via Email as attachment (urgent or all)**
The Altigen system integrates with Microsoft Exchange to allow voice mail messages to be forwarded to the employee by email. The email arrives with an attachment that is a recording of the voice mail message.
- **Visual Voice Mail**
The Altiview software (see below) allows you to manage your voice mail from your PC.

Auto Attendant

The Altigen system includes a full Auto Attendant in the base system. The Auto Attendant can have up to 256 individual Auto Attendants and up to 600 different prompts.

The system also includes a Dial by Name service in the base system.

Integrated Software – Altiview

Altiview is the integrated call control software. It allows you to control your calls from your PC as well as providing screen pops when calls are received.

Altiview integrates with Outlook, Microsoft CRM, GoldMine and Act! allowing you to “pop” the contact that is calling as well as dial out of these applications.

There is a full spec sheet available on the Altiview software at <http://www.beringer.net/downloads/altigen/Altiserv%20Contact%20Center%20Spec%20Sheet.pdf>

Call Recording

Individual call recording is included in the base system. When you have a caller on the phone you can right-click on the caller in Altiview and select Record. This will record your conversation and place it in your voice mail box.

Personal Call Queuing

This feature allows your users to intelligently handle multiple calls on their extension. In the old days when a call came to your extension and you were on the phone the caller got voice mail. By the time you called them back they may be on the phone starting the “phone tag” process. The Altigen system allows you to have a personal call queue. When a caller reaches your extension and you are on the phone your Altiview software will notify you that you have a second call (or third, fourth, etc). You will also hear a beep in your headset indicating that you have another call. The caller will hear a personal greeting from you indicating that you are on the phone but will attempt to finish and take their call. They will also hear a message every 30 seconds informing them that you are still on the phone and offering them to continue to hold or to press # to leave a voice mail.

You can also control the second caller from the Altiview software. This allows you to send the second caller to voice mail, send them to another extension or to an auto attendant or to conference the caller with the current call.

Workgroups

The system supports up to 64 workgroups with up to 128 workgroup members out of the box. This allows you to create queues for things like sales, support, etc. The system can distribute calls to workgroup members in several methods.

Remote Worker

The remote worker feature allows your remote workers to stay connected to the main telephone system when they are out of the office. For example if you have service technicians that travel to customer locations they may have a significant amount of down time while driving from customer to customer. The Remote Worker feature allows users to dial the Altigen phone system (from a cell phone or any other phone) and "log in". The system then treats the phone they logged in from as an extension allowing them to stay connected. The remote user can then accept incoming calls as if they were sitting in the main office. If a call comes in for this remote user the system will seize an outside line and connect the call to the remote workers remote phone seamlessly. The remote worker can also participate in workgroups and call queues as well.

Centralized Administration

In the old days when a new extension needed to be set up it had to be created in the PBX system, in the Voice Mail system, the call reporting system, etc. With Altigen you create the extension on one place! When you create a new extension the voice mail box is automatically created and the user is also added to call reporting as well. If you have multiple Altigen systems at remote offices the extension is also automatically created in ALL your Altigen Systems!

Software Upgradeable

The Altigen system is completely software upgradeable. This allows you to extend the life of your investment by simply upgrading the software as new features are introduced eliminating costly hardware upgrades.

There are many other features of the Altigen system but this document outlines some of the more popular features. We offer a CDROM based multimedia presentation that goes into more detail. We can also offer you a live demonstration.

To request a CDROM or to schedule a live demonstration please call 800-796-4854.

We bring business & technology TOGETHER!

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